

GOVERNMENT OF THE DISTRICT OF COLUMBIA
D.C. Fire and Emergency Medical Services



NOTICE OF PRIVACY PRACTICES
THIS NOTICE IS EFFECTIVE AS OF APRIL 14, 2003 (Form 36)

For individuals who do not speak or read English, please call (202) 442-5988 between 8:15 a.m. and 4:45 p.m. A representative will assist you. For further information concerning this document, please call 202-673-3297.

THIS NOTICE DESCRIBES HOW PROTECTED HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY.

The Fire and Emergency Medical Services (FEMS) keeps your protected health information (PHI) confidential. Your PHI includes your:

- Name, Address, Birth Date, Phone Number, Social Security Number, Medicare Number (if any), Health Insurance Policy, Information about your Health Condition and Treatment

The law requires us to keep your PHI private. We must provide you with this Notice of our legal duties and privacy practices. The law requires FEMS to abide by this Notice.

USE OF YOUR PHI:

We allow a business office to process payment for your medical services with your PHI. Administrative personnel also review your PHI for quality of treatment. We may also use or disclose your PHI without your permission when permitted by law:

- Treatment: To a health care provider to treat you. (EXAMPLE: FEMS may share your PHI with a hospital.)
Payment: To pay claims for services delivered to you. (EXAMPLE: FEMS shares your PHI with a claims processor. The contractor verifies that you received treatment.)
Health Care Operations: To perform health care operations including:
Assessing health care quality
Reviewing accreditation, certification, licensing and credentialing
Conducting medical reviews, audits, and legal services
Underwriting and other insurance functions
(EXAMPLE: FEMS sends your PHI to a quality review committee.)
Previous Provider: To your current or past health care provider for treatment purposes.
Public Health and Benefit Activities: For the following kinds of public health interest activities:
For public health
For health care oversight
For research (under certain circumstances)
To coroners, medical examiners, funeral directors, and organ procurement organizations
As authorized by DC workers' compensation laws
To Avoid Harm or Other Law Enforcement Activities: We may disclose your PHI:
To stop a serious threat to health or safety
In response to court administrative orders
To law enforcement officials
To the military and intelligence activities
To correctional institutions

AUTHORIZATION FOR OTHER USES AND DISCLOSURES OF PHI NOT MENTIONED IN THIS NOTICE:

FEMS will only use or disclose your PHI for purposes this Notice mentions. FEMS will obtain your written authorization for other uses and disclosures. You may revoke your authorization in writing at any time, by writing to the FEMS Privacy Officer.

YOUR RIGHTS REGARDING YOUR PHI:

- You have the following rights with respect to your PHI. In writing, you may:
Ask FEMS to limit how your PHI is used or given out. We are not required to agree to your request. If we do agree, we will honor it.
Ask FEMS to communicate with you using alternate means or at alternate locations.
Request to see a copy of your PHI. You may ask, under certain circumstances, that our refusal of your request be reviewed. You may be charged a reasonable fee for copies.
Ask FEMS to change your PHI. We may not make your requested changes. If we deny your request, we will tell you why we cannot change your PHI. You may respond in writing to any denial. You may ask that both our denial and your response be added to your PHI.
Get a listing of certain entities that received your PHI from FEMS after April 14, 2003. This list will not include a listing of disclosures made for treatment or payment. Nor will it include disclosures for healthcare operations, or disclosures you authorized us to provide, and certain government functions.
Request a paper copy of this Notice of Privacy Practices.

CHANGES T O THIS NOTICE:

We reserve the right to change the terms of this Notice. If we materially change the terms of this Notice, we will post a revised notice in the FEMS offices. The current Notice of Privacy Practices will be posted on the Internet at http://www.fems.dc.gov.

CONCERNS OR COMPLAINTS
ABOUT THE USE OR DISCLOSURE OF YOUR PHI:

- For more information about our privacy practices, you may contact the Privacy Officer at either of the following addresses.
FEMS Privacy Officer
DC Fire/EMS Department
1923 Vermont Avenue, N.W.
Room 209S
Washington, D.C. 20001
Voice: (202) 673-3320
Fax: (202) 462-0807
TTD: (202) 442-4790
E-mail: tisa.smith@dc.gov
Document Hotline: 202.671.2592
District of Columbia Privacy Official
DC Office of Health Care Privacy and Confidentiality
in the Office of the Deputy Mayor for Children Youth, Families, and Elders
1350 Pennsylvania Avenue NW
Suite 307
Washington, D.C. 20004
Voice: (202) 727-8001
Fax: (202) 727-0246
TTD: (202) 442-5999
TTY: (202) 727-3323
E-mail: deprivacy@dc.gov

You may also contact the Privacy Officer for additional copies of this Notice. You have the right to complain to us. You may also complain to the U. S. Department of Health and Human Services. Complaints will not cause you any harm. To complain to us, please contact FEMS at either of the District offices. You also may send a written complaint to the Secretary of the U. S. Department of Health and Human Services at the following address:

- Office for Civil Rights – Region III
U.S. Department of Health and Human Services
150 S. Independence Mall West, Suite 372
Public Ledger Building
Philadelphia, PA 19106-9111
Main Line (215) 861-4441
Hotline (800) 368-1019
FAX (215) 861-4431
TDD (215) 861-4440
TTY: (886) 788-4989
E-mail: ocrmail@hhs.gov